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**FACSIMILE TRANSMISSION**

**DATE:** February 5, 2004

**TO:** Mail Stop AF  
Commissioner of Patents

**PHONE:** 800-786-9199  
**FAX:** 1-703-872-9315

**FROM:** Bourque Law Offices  
Manchester, New Hampshire

**PHONE:** 603-623-5111  
**FAX:** 603-624-1432

**RE:** Callback Requests Gateway  
**Our Reference:** DAVOX-142XX  
**Number of pages including cover sheet:** 20

**Original of this document to be mailed as well:** ☐ YES ☒ NO

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BOURQUE & ASSOCIATES, P.A.  
 835 Hanover Street, Suite 301  
 Manchester, New Hampshire 03104  
 Telephone: (603) 623-5111  
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BOX PATENT APPLICATION  
 Commissioner of Patents  
 PO Box 1450  
 Alexandria, VA, 22313-1450

Date: February 5, 2004

Attorney Docket No.: DAVOX-142XX

Sir:

Transmitted herewith for filing is an Amendment (16) pages of:

Inventor: Malcom B. Strandberg

Entitled: SYSTEM AND METHOD FOR PROVIDING AN AUTOMATIC TELEPHONE CALL BACK FROM  
 INFORMATION PROVIDED AT A DATA TERMINAL

Enclosed are:

- ☐ Declaration and Power of Attorney (original signature)
- ☐ Assignment Recordation Form Cover Sheet
- ☐ An Assignment of the invention to: Davox Corporation
- ☐ \_\_\_ sheets of informal drawings (one set)
- ☐ Nonpublication Request under 35 USC 122 (b) (2) (B) (i) - Form PTO/SB/35
- ☐ Other:
- ☐ Continuation-in-part application of application Serial No. \_\_\_\_\_,  
 filed \_\_\_\_\_

☐ \_\_\_\_\_ is hereby appointed Associate Attorney by:  
 Registration No.:

Attorney of Record: Daniel J. Bourque  
 Registration No.: 35,457

CLAIMS FILED:	MINUS PRIOR PAID CLAIMS:	EXTRA CLAIMS:	RATE:	BASIC FEE:
				\$770.00
Independent 5	- 3	= 2	x \$86.00 =	\$172.00
Total 32	- 28	= 4	x \$18.00 =	\$ 72.00
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$290.00 =	
				\$244.00
Small Entity filing, divide by 1/2.				
				\$122.00

- ☒ Applicant claims small entity status (\$1.27)- Small Business Concern
- ☐ The filing fee has been calculated above; check No. \_\_\_ in the amount of \$ \_\_\_ is enclosed for additional claims.
- ☐ The filing fee will be submitted at a later date.
- ☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.
- ☒ I hereby certify that this correspondence is being sent by facsimile to fax number 1-703-872-9315, addressed to Mail Stop AF, Commissioner of Patents on February 5, 2004.

SUBMIT IN TRIPLICATE

Paul J. Kroon, Jr.  
 Attorney of Record: Paul J. Kroon, Jr., Esq.  
 Registration No.: 51,902

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Malcom B. Strandberg  
Serial No. : 09/161,816  
Filed : September 28, 1998  
For : SYSTEM AND METHOD FOR PROVIDING AN  
AUTOMATIC TELEPHONE CALL BACK FROM  
INFORMATION PROVIDED AT A DATA TERMINAL  
Attorney's Docket : DAVOX-142XX  
Examiner : H. Agdeppa  
Group Art Unit : 2742

I hereby certify that this correspondence is being transmitted by  
facsimile to Commissioner of Patents, Alexandria, VA 22313-1450 at  
fax phone number 703-872-9315 on

Feb. 5, 2004

(16 pages)

By

Paul J. Kroon, Jr.  
Paul J. Kroon, Jr., Esq.

Registration No. 51,902

Attorney for Applicant

SUPPLEMENTAL AMENDMENT

Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated 19 May 2003, the RCE  
and Amendment filed on 19 November 2003, and the in-person  
Examiner's Interview on 7 January 2004, please amend the above-  
identified Patent Application as follows: